AI Translation Experiment on the Hello Espoo website

Summary

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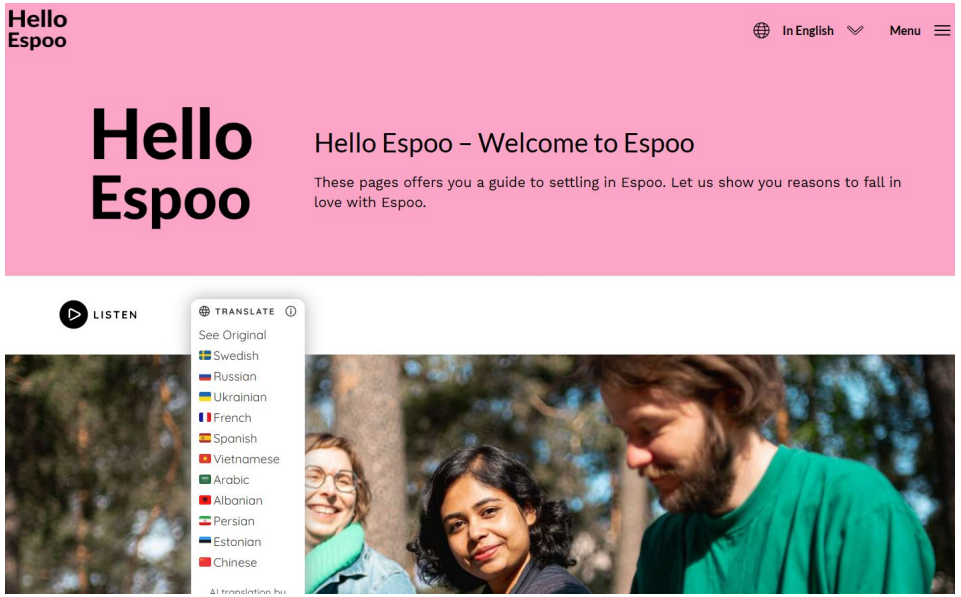
Description and objective of the experiment

The year-long experiment offers new Espoo residents the opportunity to read and listen to HelloEspoo.fi content in 13 different languages. The idea is that new customers would be able to use their services independently quickly.

The aim is to find out how well artificial intelligence can translate content related to the city's services, and how useful these translations are for residents.
helloespoo.fi



Background and need

New residents of Espoo, and especially foreign-language customers, are looking for information about Espoo's services and activities in Finnish society. Most of the foreign-language speaking population are working-age people, young people and children.

Not everyone is fluent in English and does not understand Finnish or Swedish in the early stages. 47 different native languages are taught in Espoo. The most widely spoken foreign languages are Russian, Arabic, English, Estonian and Chinese.

150 Different nationalities

Foreign-language residents (2024) **80 166**

Implementation

09/2025-08/2026 in collaboration with Voice Intuitive.

Owner of the xxperiment: Immigration and International Affairs, Sanna Lindholm. The experiment involves Espoo Communications and the Digital Service Development and Knowledge Management Unit, as well as research and educational institutions and associations.

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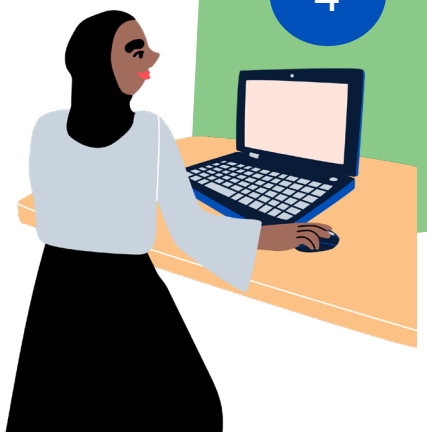
” The service is accessible and promotes multilingual communication, integration and services.”

Astrid Puumala-Thévenet

project manager

Considerations

- Translations are generated by AI and may contain errors.
- We will collect feedback to assess the success of the experiment and develop the city's multilingual communications.



Solution Discreption

1. Voice Intuitive is a cloud-based service that provides Translation Services and Text-to-Speech (TTS) functionality.
2. The service is implemented with a lightweight JavaScript widget that integrates with the publishing system without heavy changes.
3. The solution supports right-to-left (RTL) and left-to-right (LTR) writing directions and is compatible with various publishing systems.
4. Translations and voices are produced using a combination of Voice Intuitive TTS/Translate services and Azure TTS, Azure Translate and Google Translate interfaces.